



DANNY WRAGG

Lead Software Developer at Senteca (GSiT)

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My current role title is 'lead software engineer', I have over 10 years in the web development/software industry, and during this time I have gained 4 years of experience in a leadership role from my time in the retail sector learning something new.

In both fields, I have supported many customers whether this was via email, over the phone or in person. I've been given some amazing accolades over my career, a couple of them are:

- Being awarded the best store manager in the early days of my retail field, this award prompted my growth and promotion to regional manager and moved me into a leadership role to support the northern region of the business.
- Throughout my career, I have been given several customer service awards. These include 'handling the most support tickets with speed and efficiency', 'Employee of the Month' (three times) and 'Highest Customer service rating'.

Professional Experience

November 2019 - Present

Lead Software Developer Senteca, Darlington, England, United Kingdom

I am the main Project lead and Software Developer for new system enhancements and apps that improve our software offerings. I work with JavaScript, MySQL, HTML, Cascading Style Sheets (CSS) and Classic.ASP as well as some other languages where applicable.

May 2013 - December 2022

Freelance Sound Engineer Freelance, United Kingdom

My hobby and passion alongside Software/Web Development have always been live music. I love going to gigs and the theatre so when I started helping out with a friend's band and was introduced to the tech side of it I fell in love!

I started from the bottom, setting up Stages for theatres and events for local companies, learning the ropes of all aspects so I had the best understanding. I then, after a few years, landed my first Sound engineer tour mixing 'front of house' for a band. I met a lot of cool people who passed me more work after hearing my mixes and working with me. I broadened my knowledge and tried mixing Monitors for acts as well as FOH and this has taken me from small to large gigs at clubs, music venues and event Festivals and Theatres.

January 2019 - November 2019

Report Specialist Capita Employee Solutions, Darlington, United Kingdom

I joined Capita for a change of sector, retail taught me a lot but I wanted to return to the technology sector. I initially was hired for a customer service role doing the standard administrator tasks of letters, mail importing etc but after my first meeting with the Team Leader, they realised my qualifications were better suited for a data Reporting role.

After a few weeks of being there, I was moved on to a smaller team working closely with the client rather than customers and engaging in more meetings and planning the next steps with data-driven decisions.

November 2016 - December 2018

Regional Area Manager Cigara, Darlington, United Kingdom

Being the regional manager for MyCigara meant that I looked after all of the stores within the northern region of the UK, this also included Scotland. I was responsible for six teams across this region and ensuring all targets, KPIs and other goals were achieved whether this was a personal goal, a team or a company goal.

September 2015 - November 2016

Store Manager Cigara, Darlington, United Kingdom

Looking after the store itself, stock levels, staff members and making sure the shop is prepared, clean and of high standard. Engaging the staff into a positive culture to keep them engaged and focused to reach and excel their monthly sales targets.

July 2015 - September 2015

Sales Consultant Cigara, Darlington, United Kingdom

Selling Electronic Cigarettes, accessories and liquids to customers to reach a set sales target. Dealing with the customer service side of retail, issues or complaints as well as teaching customers how to use their new devices.

August 2010 - April 2011

Website Designer Top Page Marketing

Website Designer adding customers' content onto templates or bespoke websites. Setting up domains, email accounts and

providing technical support.

Education

2007 - 2009

A Level Studies in Business Studies, IT and Social Skills Carmel College VI Form at Darlington

After completing my secondary education at Carmel I stayed on in there Sixth Form college to pursue my A-Levels. During my time at college, I continued to demonstrate strong academic performance and a deep passion for learning.

I took a small selection of courses to maintain my focus on, including IT and Business Studies. I actively engaged with my teachers and classmates to enhance my understanding of the subject matter and help to provided me with practical experience and helped me develop a well-rounded skill set.

Overall, my education history has been characterized by a strong commitment to academic excellence and a passion for lifelong learning. I believe that the skills and knowledge I have acquired throughout my education will serve me well in all of my future endeavours.

2003 - 2007

GCSEs in Science, Maths, English, IT, Business Studies and Graphic Design Carmel College at Darlington

During my secondary school years, I attended Carmel School where I pursued my GCSEs. Throughout my time there, I took a range of subjects, including Maths, English, Science, and IT, and maintained a consistent level of academic excellence.

I was an active member of the school community, participating in various extracurricular activities such as playing on the Rugby team. These experiences allowed me to develop valuable skills in leadership, teamwork, and time management, which I believe have been instrumental in shaping my character and approach to learning.

Key Skills

★★★★☆	MySQL (Database Design, Creation and Querying)
★★★★☆	HTML/CSS (Bootstrap)
★★★☆☆	JavaScript
★★★★☆	PHP
★★★★☆	Classic.ASP (VBScript)
★★★★☆	APIs
★★★★☆	JSON/XML (Data)
★★★★★	Googling
★★★★★	Stack Overflow